

OSCAR DANILO REYES BRICEÑO

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Software Developer in training with over 4 years of experience in operational leadership, customer service, and process improvement. I have contributed to technology projects that enhanced service efficiency and quality, including the development of internal tools. Passionate about technology, with strong critical thinking, strategic focus, and a high capacity for learning. Seeking opportunities to grow professionally in the field of software development.

Skills and Technologies

- **Programming Languages:** HTML, CSS, JavaScript, C# (.NET), PHP (Laravel)
- **Databases:** SQL (Intermediate)
- **Development Tools:** GitHub, Visual Studio, VS Code
- **Office Tools:** Microsoft Excel (Advanced)
- **Methodologies:** Teamwork, problem-solving, strategic planning
- **Other Skills:** Assertive communication, leadership, critical thinking, self-directed learning

▼ PROFESIONAL EXPERIENCE

Concentrix, Antioquia, Medellín

Operations Supervisor June 2021 – March 2025

- Supervised, coordinated, and monitored team operational activities.
- Implemented coaching strategies and continuous training programs.
- Managed key performance metrics, ensuring compliance with standards and goals.
- Fostered team motivation and engagement, promoting individual and collective development.

Achievements:

- Recognized as Best Team Leader for outstanding performance.
- Increased operational efficiency by 20% through management and tracking tools.
- Strengthened leadership, assertive communication, and advanced Excel skills.

Emtelco Cx BPO, Antioquia, Medellín

Experience Creator (Technical Support) February 2021 – May 2021

- Provided support and resolved technical inquiries related to telecommunications services.
- Diagnosed and resolved first-level incidents, ensuring timely and quality service.
- Applied effective communication with a focus on kindness, patience, and user orientation.

Achievements:

- Strengthened technical skills in problem diagnosis and internal tools.
- Recognized for high first-contact resolution efficiency.

Emtelco Cx BPO, Antioquia, Medellín

Experience Creator (Customer Service) December 2019 - April 2020

- Handled calls related to inquiries, sales, service modifications, and cancellation requests.
- Managed user retention through effective negotiation strategies.
- Used internal applications for comprehensive request management.

Achievements:

- Recognized for high effectiveness in first-contact case resolution.
- Developed skills in billing and customer service across diverse regions.

Garabatos de Danna

Commercial Advisor June 2016 - September 2019

- Provided personalized sales advice, managed sales, and customer service.
- Handled petty cash and basic inventory control.
- Applied commercial engagement techniques to increase sales conversion.

Achievements:

- Strengthened communication and customer orientation skills.
- Gained knowledge in basic accounting and commercial management.

▼ EDUCATION TRAINING

Software Development Technology

Instituto Tecnológico Metropolitano (ITM)

Fifth Semester | August 2023 – Present

- GPA (Colombian Scale): 4.2 / 5.0

Mechatronics Engineering

Instituto Tecnológico Metropolitano (ITM)

Six semesters completed | August 2019 – June 2023

- GPA (Colombian Scale): 4.4 / 5.0

▼ ADDITIONAL TRAINING

- **English – Intermediate (B1)**, Instituto Tecnológico Metropolitano, Medellín 2024
- **Mandarin Chinese – Basic (HSK2)**, Instituto Tecnológico Metropolitano, Medellín 2023